

Appendix 10: 2004 Performance on Six Areas of Care by Health Plan

	CLAIMS PROCESSING				CUSTOMER SERVICE				GETTING CARE NEEDED			
Health Plan	ACTION	PERCENTILE*	NCBD**	ETF	ACTION	PERCENTILE*	NCBD**	ETF	ACTION	PERCENTILE*	NCBD**	ETF
Compcare Blue Aurora Family	Improve	Below 10th	NA	Below	Monitor	71st	Above	Same	Maintain	86th	Same	Same
Compcare Blue Northeast	Improve	Below 10th	NA	Below	Maintain	77th	Same	Same	Maintain	99th	Same	Same
CompcareBlue Southeast	Improve	17th	NA	Same	Monitor	60th	Same	Same	Maintain	98th	Above	Same
Dean Health Plan	Monitor	70th	NA	Same	Maintain	96th	Above	Above	Maintain	96th	Above	Same
GHC-Eau Claire	Monitor	60th	NA	Above	Maintain	97th	Above	Above	Maintain	99th	Above	Above
GHC-South Central	Improve	44th	NA	Same	Maintain	99th	Above	Above	Maintain	96th	Above	Same
Gundersen Lutheran	Monitor	67th	NA	Above	Maintain	96th	Above	Same	Maintain	99th	Above	Same
Health Tradition	Maintain	95th	NA	Above	Maintain	96th	Same	Same	Maintain	99th	Above	Same
Humana-Eastern	Improve	Below 10th	NA	Below	Improve	25th	Same	Below	Maintain	97th	Above	Same
Humana-Western	Improve	Below 10th	NA	Below	Improve	Below 10th	Below	Below	Maintain	99th	Same	Same
Medical Associates	Maintain	95th	NA	Above	Maintain	99th	Above	Above	Maintain	99th	Above	Same
MercyCare Health Plan	Improve	Below 10th	NA	Same	Monitor	67th	Same	Same	Maintain	99th	Above	Same
Network Health Plan	Maintain	87th	NA	Above	Maintain	99th	Above	Above	Maintain	99th	Above	Above
Physicians Plus	Improve	30th	NA	Same	Maintain	75th	Same	Same	Maintain	99th	Above	Same
Standard Plan	Improve	21st	NA	Below	Monitor	51st	Same	Same	Maintain	99th	Same	Same
State Maintenance Plan	Improve	12th	NA	Below	Improve	37th	Same	Below	Maintain	99th	Same	Same
UnitedHealthcare NE	Improve	Below 10th	NA	Below	Improve	43rd	Below	Below	Maintain	99th	Above	Same
Unity-Community	Improve	33rd	NA	Same	Maintain	99th	Above	Same	Maintain	78th	Same	Same
Unity-UW Health	Maintain	90th	NA	Above	Maintain	95th	Above	Same	Maintain	99th	Above	Same
WPS Prevea Health Plan	Monitor	74th	NA	Same	Maintain	95th	Above	Same	Maintain	99th	Above	Same
		Key Drivers of Health Plan Rating				Key Drivers of Health Care Rating						
		Claims Processing				How Well Doctors Communicate						
		Customer Service				Getting Care Needed						
		Getting Care Needed				Courteous and Helpful Office Staff						
		Secondary Drivers of Health Plan Rating				Secondary Drivers of Health Care Rating						
		How Well Doctors Communicate				Claims Processing						
		Courteous and Helpful Office Staff				Customer Service						
		Getting Care Quickly				Getting Care Quickly						

*2005 Quality Compass Ranking

**Individual Health Plan Performance as Compared to the National CAHPS Benchmarking Database

Appendix 10: 2004 Performance on Six Areas of Care by Health Plan

	HOW WELL DOCTORS COMMUNICATE				GETTING CARE QUICKLY			COURTEOUS AND HELPFUL OFFICE STAFF			
Health Plan	ACTION	PERCENTILE*	NCBD**	ETF	PERCENTILE*	NCBD**	ETF	PERCENTILE*	NCBD**	NCBD	ETF
Compcare Blue Aurora Family	Maintain	79th	Above	Same	91st	Above	Same	Improve	35th	Above	Same
Compcare Blue Northeast	Maintain	99th	Above	Same	99th	Above	Same	Maintain	78th	Above	Same
CompcareBlue Southeast	Maintain	97th	Above	Same	99th	Above	Same	Maintain	98th	Above	Same
Dean Health Plan	Maintain	95th	Same	Same	99th	Above	Same	Maintain	98th	Above	Same
GHC-Eau Claire	Maintain	99th	Above	Same	99th	Above	Above	Maintain	99th	Above	Same
GHC-South Central	Maintain	99th	Above	Same	99th	Above	Above	Maintain	91st	Above	Above
Gundersen Lutheran	Maintain	99th	Above	Same	99th	Above	Same	Maintain	91st	Above	Same
Health Tradition	Maintain	99th	Above	Same	99th	Above	Same	Maintain	93rd	Above	Same
Humana-Eastern	Monitor	60th	Above	Same	96th	Above	Same	Improve	37th	Above	Below
Humana-Western	Maintain	99th	Above	Same	99th	Above	Above	Maintain	99th	Above	Above
Medical Associates	Maintain	99th	Above	Same	99th	Above	Same	Maintain	99th	Above	Same
MercyCare Health Plan	Maintain	99th	Above	Same	87th	Above	Same	Maintain	92nd	Above	Same
Network Health Plan	Maintain	89th	Above	Same	99th	Above	Same	Maintain	98th	Above	Same
Physicians Plus	Maintain	97th	Above	Same	85th	Above	Below	Maintain	93rd	Above	Same
Standard Plan	Maintain	96th	Above	Below	98th	Above	Below	Maintain	98th	Above	Same
State Maintenance Plan	Maintain	99th	Above	Same	99th	Above	Same	Maintain	98th	Above	Same
UnitedHealthcare NE	Maintain	99th	Above	Above	99th	Above	Same	Maintain	91st	Above	Same
Unity-Community	Monitor	55th	Above	Same	98th	Above	Same	Maintain	99th	Above	Same
Unity-UW Health	Maintain	99th	Above	Same	95th	Above	Same	Maintain	99th	Above	Same
WPS Prevea Health Plan	Maintain	99th	Above	Above	99th	Above	Same	Maintain	99th	Above	Above
		Key Drivers of Health Plan Rating				Key Drivers of Health Care Rating					
		Claims Processing				How Well Doctors Communicate					
		Customer Service				Getting Care Needed					
		Getting Care Needed				Courteous and Helpful Office Staff					
		Secondary Drivers of Health Plan Rating				Secondary Drivers of Health Care Rating					
		How Well Doctors Communicate				Claims Processing					
		Courteous and Helpful Office Staff				Customer Service					
		Getting Care Quickly				Getting Care Quickly					

*2005 Quality Compass Ranking

**Individual Health Plan Performance as Compared to the National CAHPS Benchmarking Database